

Benchmark IVd.2.2: Share guidebook with external stakeholders for input on development.

Evidence of Completion: Summary of feedback from external stakeholders

Stakeholder Involvement:

The draft “Benefits and Services Guidebook for Immigrant and Refugee Families” was completed and published in Quarter 2. The Guidebook was shared statewide with key stakeholders to gain feedback on the Guidebook’s usability and necessary additions or changes to make the Guidebook more useful. The Guidebook was sent to all counties via the Bureau of Regional Operations. It was also sent to the Bureau of Milwaukee Child Welfare and to all caseworkers at Integrated Family Services. It was shared with any county or organization represented by members of the Workgroup for Safety and Well-Being for Immigrant and Refugee Families, and was sent to members of the Case Process Committee and the Out-of-Home Care and Adoption Committee.

On October 4, 2011, the department in collaboration with the Wisconsin Child Welfare Professional Development System hosted an all-day training on serving immigrant children and families in the child welfare system. The training was highly successful with over 60 attendees from across the state, and received very positive evaluation responses with feedback regarding the topics presented. In collaboration with the Annie E. Casey Foundation, two national experts presented on key topics as part of the training (Yali Lincroft and Laurie Melrood). The closing seminar of this training day included an online presentation of the draft Guidebook, and training participants provided in-person feedback on the usability of the Guidebook and suggestions for additional resources. The next day, Ms. Lincroft and Ms. Melrood joined the Workgroup at their monthly meeting and discussed the Workgroup’s implementation plan, draft policies, and draft Guidebook. Examples from other states were shared as well as critical suggestions for improvement. Overall, the Workgroup was highly lauded as a national model for its work in development of policy, training, and the resources made available on the Workgroup’s website.

Finally, using the online resource “Survey Monkey,” the Workgroup developed a survey to identify existing resources and tools, as well as gaps in resources, policy, and programs throughout the state for effectively serving immigrant and refugee children and families in the child welfare system. The Survey was shared with counties statewide as well as with members of the Case Process Committee, the Bureau of Milwaukee Child Welfare, and all caseworkers at Integrated Family Services. The online survey was completed by 158 people representing over 30 counties. A written version of the survey was also completed by participants at the October 4th training. Formal results of the survey will be compiled to inform the Workgroup’s implementation of programs, policy, and training to improve services to immigrant and refugee families. Preliminary results have provided meaningful insights and specific suggestions on development of the Guidebook. A text version of the survey, as well as some preliminary results relevant to the Guidebook, are provided below.

Summary of Feedback Gathered:

The feedback from all stakeholders was very positive, with many users reporting that they would use the Guidebook regularly in their practice. No respondents had trouble with usability, so the format will remain the same unless future feedback leads to necessary revisions.

More specific feedback focused on specific resources that could be added to the Guidebook. These resources were provided mostly at the one-day training, during the Workgroup’s consultation with Yali Lincroft and Laurie Melrood, and from the Survey. The resources suggested ranged from contact information for local advocacy organizations, to specific legal forms for filing. The Workgroup has compiled a list of resources to add to the Guidebook and will be doing so through Quarter 5 and on a continuing basis as needed.

Survey - Serving Immigrant and Refugee Families

Introduction

Thank you for taking time to complete this survey conducted by the Workgroup on Safety and Well Being for Immigrant and Refugee Families. We understand that resources are currently limited, and the goal of this survey is to identify existing gaps in service and resource areas. The survey should take about 10-15 minutes of your time. The results are completely anonymous, and will be used to help us develop specific trainings, resources, and policy to assist you in effectively serving Wisconsin's children and families.

Please respond to every question to the best of your ability. If you have any questions, please contact Julie Majerus at julie.majerus@wi.gov. For more information about the Workgroup, you can visit our Web page at http://dcf.wisconsin.gov/children/immigrant_refugee.

Survey

1. In which county in Wisconsin do you work?

2. What position do you hold in your agency? (Choose all that apply)

- | | |
|--|---|
| <input type="checkbox"/> Intake Worker | <input type="checkbox"/> Ongoing Case Manager |
| <input type="checkbox"/> Delinquency/JJ Worker | <input type="checkbox"/> Child Welfare Supervisor |
| <input type="checkbox"/> Juvenile Justice Supervisor | <input type="checkbox"/> Other (Please Specify): |

3. In your practice, what are the biggest challenges to achieving safety and well-being for immigrant and refugee children and families? (Please choose no more than 3 answers)

- ☐ Lack of Culturally Diverse out-of-home placement options
- ☐ Lack of policy or other guidance directly related to serving immigrant and refugee children and families
- ☐ Lack of resources
- ☐ Confusion regarding eligibility for public service benefits
- ☐ Limited knowledge regarding immigration law
- ☐ Limited access to legal consultation or legal representation for clients on immigration issues
- ☐ Limited access to interpreters
- ☐ Cultural differences which challenge communication or trust-building
- ☐ Other comments or explanation of answer(s) chosen:

<p><u>Preliminary Results:</u> 30.3% of online respondents marked "Confusion regarding eligibility for public service benefits"</p>

4. How important to case planning is the immigration status of refugee and immigrant children?

- ☐ Not at all important
- ☐ Somewhat important
- ☐ Very important
- ☐ I don't know

5. In what ways can immigration status be important to child welfare practice?

6. Please list resources in your community that you use to assist immigrant and refugee children and families. For example: "Catholic Multicultural Center; provides free meals and food pantry, ESL, computer and job skills classes, nurse visits." These resources might include interpreter services, nonprofit organizations, immigrant/refugee community organizations, legal services, etc.

Preliminary Results: 98.6% of online respondents provided at least one specific resource in their county. These resources will be added to the Guidebook, and eventually organized into an interactive map of the state so that users can search by region for resources.

7. Have you ever had to resort to using a family member to interpret or translate for a client?

- ☐ Yes
- ☐ No

8. Under what circumstances are family members used to interpret or translate? (Choose all that apply)

- ☐ In an emergency, in order to ensure the immediate safety of a client
- ☐ When an interpreter is not available, in order to avoid rescheduling an appointment
- ☐ When the client requests it
- ☐ For convenience, to save the time and effort of finding a non-family interpreter
- ☐ We do not have language services so family members are used as much as possible
- ☐ We do not have the resources to pay for language services
- ☐ Other (please describe):

9. My agency's staff and community resources reflect the populations served by my agency.

☐ True

☐ False

10. What resources are available to you for interpretation and/or translation to assist clients who are not proficient in English?

11. What additional resources would increase your ability to ensure the safety and well-being of immigrant and refugee children and families?

☐ Detailed information about how immigration status impacts eligibility for various state and/or federal services

☐ Legal guidance about the different types of immigration status and how any action I take might affect my client's rights moving forward

☐ A cultural liaison I could talk to in order to get advice about my client's needs related to his or her cultural identity

☐ Contact information for community-based services from which my client might benefit

☐ Information about language services, translators and interpreters available to me

☐ Clear guidance and support regarding placement options for immigrant children or children of immigrant parents (e.g. when to place with a relative outside the U.S., how to evaluate placement options in the child's country of origin, or assistance in conducting home studies and background checks outside of the U.S.)

☐ Legal representation for my clients regarding immigration matters

☐ Other (please be specific):

Preliminary Results: Most online respondents (71.9%) marked "Detailed information about how immigration status impacts eligibility for various state and/or federal services." 62.8% of respondents marked "Legal guidance about the different types of immigration status and how any action I take might affect my client's rights moving forward," and 65.3% of respondents marked "Contact information for community-based services from which my client might benefit."

12. What topics in training would you like to see provided in order to increase your ability to ensure the safety and well-being of immigrant and refugee children and families?

- ☐ Immigration status and law
- ☐ Placement options for immigrant and refugee children
- ☐ Eligibility requirements for public benefits
- ☐ How to find and use language services
- ☐ Cultural perspectives and considerations
- ☐ Other (please specify):

13. Does your agency have a written protocol or policy for serving immigrant and refugee children and families?

- ☐ Yes
- ☐ No
- ☐ I don't know

14. Does your agency offer vital documents (i.e. documents that are necessary in order for a client to understand or receive services, such as an application) in different languages for clients with limited English proficiency?

- ☐ Yes
- ☐ No
- ☐ I don't know